

Overview of Monthly Activity

The Bureau received 177 (103 were received electronically) complaints during the month of August 2017.

220 (127 electronic) complaints were closed

1 required more information to proceed with an investigation

6 were closed due to lack of Bureau jurisdiction

56 were dismissed for no violation

20 were referred back to the DOC

137 complaints were investigated

6 assists were given (referred back to DOC for action even though the offender failed to attempt to resolve with the facility previously)

31 (27 electronic) complaints were substantiated (see below)

75 were unsubstantiated due to no violation of policy and/or procedure existing

24 complaints remain open (24 from August)

The Bureau also corresponded with 224 offenders who submitted complaints electronically

Substantiated Complaints & Recommendations to IDOC for Resolution

1. Branchville Correctional Facility

Complaint Type	Classification (Time Cut)
Complaint Summary	The offender complains that he should have received a time cut for completing his GED.
Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted Jennifer Farmer, Director of IDOC Sentence Computation/Release Unit who further reviewed the matter.
Outcome	The offender received the time cut and his EPRD was updated.

Follow-up No follow-up is necessary, as the offender has received the time cut.

2. Edinburgh Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he has received numerous bills for care that he received while incarcerated.

Basis for Claim IC 11-10-3-5 Offender Healthcare Co-payment Procedure

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Indiana Regional Office Manager for Wexford.

Outcome The HSA at the facility resolved the matter.

Follow-up No follow-up is necessary, as appropriate action had been taken.

3. Indiana State Prison

Complaint Type Medical Care

Complaint Summary The offender complains that he received rotator cuff surgery in March, has had a couple follow-up appointments, but has very limited movement and has not received physical therapy.

Basis for Claim HCSD 1.05 Off-Site Medical Referrals

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the facility.

Outcome The offender was further scheduled and received further care.

Follow-up No follow-up is necessary, as appropriate action has been taken.

4. Miami Correctional Facility

Complaint Type Mental Health

Complaint Summary	The offender complains that he submitted a Healthcare Request Form stating that he had killer thoughts, but has not been seen by mental health since he was put in the Restrictive Housing Unit four days ago.
Basis for Claim	02-01-111 Adult Administrative Restriction Housing
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the facility.
Outcome	The offender received the care needed.
Follow-up	No follow-up is necessary, as no further action is necessary.

5. New Castle Correctional Facility

Complaint Type	Food
Complaint Summary	The offender complains that he is an Orthodox Jew who has requested a Kosher diet, but has not received a response.
Basis for Claim	04-01-301 The Development & Delivery of Food Services
Investigative Summary	The Bureau contacted Dave Liebel, Religious Services Director.
Outcome	The offender was sent a denial letter due to items ordered from commissary that are not kosher items.
Follow-up	No follow-up is necessary, as the issue has been resolved.

6. New Castle Correctional Facility

Complaint Type	Medical Care (Medication)
Complaint Summary	The offender complains that he is not receiving the medication that is prescribed to him.
Basis for Claim	HCSO 2.17 Medication Management

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the facility.

Outcome The offender received the medication.

Follow-up No follow-up is necessary, as the issue has been resolved.

7. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he is overdue to be seen in chronic care.

Basis for Claim HCSD 2.06 Chronic Disease Management

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the facility.

Outcome The offender was seen and treated.

Follow-up No follow-up is necessary, as the issue has been resolved.

8. New Castle Correctional Facility

Complaint Type Medical Care (Medication)

Complaint Summary The offender complains that Nurse Sick Call is being cancelled due to lack of staff.

Basis for Claim HCSD 2.17 Medication Management

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the facility.

Outcome The matter was further reviewed at the facility and a plan was implemented to ensure that nurse sick call would not be cancelled in the future.

Follow-up Follow-up necessary to ensure Nurse Sick Call is being held daily.

9. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he arrived at the facility over three weeks ago, but has not been seen by medical.
Basis for Claim	HCSD 2.06 Chronic Disease Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted staff temporarily located at the facility.
Outcome	The offender was seen and treated further.
Follow-up	No follow-up is necessary, as the offender has received the needed care.

10. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he is not receiving his medication despite submitting two requests over a 14 day period.
Basis for Claim	HCSD 2.06 Chronic Disease Intervention Guidelines
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted staff temporarily located at the facility.
Outcome	The offender was seen and treated further and received his medication.
Follow-up	No follow-up is necessary, as the offender has received the needed care.

11. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he was supposed to be scheduled at an outside specialist for further care for his

eye, but has not been scheduled despite being told an urgent request was submitted over 20 days ago.

Basis for Claim

HCSO 1.05 Off-Site Medical Referrals

Investigative Summary

The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.

Outcome

The offender received the needed care.

Follow-up

Follow-up necessary to address follow up and scheduling problems with the OPR Process.

12. New Castle Correctional Facility

Complaint Type

Medical Care

Complaint Summary

The offender complains that he submitted a Healthcare Request over 10 days ago, but has not been seen. He is diabetic, but has never had his levels tested. He was seen in chronic care, but problems were not addressed.

Basis for Claim

HCSO 2.26 Direct Orders

Investigative Summary

The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.

Outcome

The offender was seen and treated further.

Follow-up

Follow-up to ensure that the offender continues to receive regular checks.

13. New Castle Correctional Facility

Complaint Type

Medical Care (Medication)

Complaint Summary

The offender complains that he was seen in medical, but has not received his medications since the medications ran out.

Basis for Claim

HCSO 2.17 Medication Management

Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility. The order had been placed too soon, so was not filled.
Outcome	The offender began receiving the needed medications.
Follow-up	No follow-up is necessary, as the offender now has the needed medications.

14. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he was seen by medical for a condition of his heart. He says that his whole arm is limp and his hand is swollen and red, but he is not receiving appropriate care.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.
Outcome	The offender was seen and treated further and subsequently given medication.
Follow-up	No follow-up is necessary, as the offender has now received appropriate care.

15. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he is in need of a bottom bunk pass because of his injury due to surgery that he had.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility. The Doctor at the facility further reviewed the matter and submitted the NPR.

Outcome The offender was seen and treated further.

Follow-up No follow-up is necessary, as the offender received the medication needed.

16. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he is having blood in his stool but he has not been able to receive appropriate care.

Basis for Claim HCSD 2.04 Access to Care

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.

Outcome The offender was seen and treated further.

Follow-up No follow-up is necessary, the offender has received the needed care.

17. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he injured his finger during recreation a few months prior, but did not receive the appropriate care and now has limited use of his hand.

Basis for Claim HCSD 1.05 Off-Site Medical Referrals

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.

Outcome The offender was seen and treated further.

Follow-up No follow-up is necessary, as the offender has received further care.

18. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary	The offender complains that they have not been given their AM medications.
Basis for Claim	HCSD 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.
Outcome	The facility is continually monitoring this issue and working to improve the procedures for evening medication lines to ensure the lines run on time.
Follow-up	Follow-up necessary to ensure morning medication lines continue to improve.

19. New Castle Correctional Facility

Complaint Type	Medical Care (Medication)
Complaint Summary	The offender complains that he was seen and treated and given a tube of cream, but despite submitting two Healthcare Request Forms in thirty days to get more of the cream, he has not been seen by medical again.
Basis for Claim	HCSD 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.
Outcome	The offender received the medication needed.
Follow-up	No follow-up is necessary, as the offender received the needed medication.

20. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he has submitted several requests regarding being seen and treated for a staph infection in his armpit.

Basis for Claim	HCSO 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.
Outcome	The offender was seen and treated.
Follow-up	No follow-up is necessary, as the offender received the care needed.

21. New Castle Correctional Facility

Complaint Type	Medical (Medication)
Complaint Summary	The offender states that he is not receiving appropriate care for his painful neck.
Basis for Claim	HCSO 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff who was located at the facility.
Outcome	The offender was seen and treated further.
Follow-up	No follow-up is necessary, as the offender has received the needed care.

22. New Castle Correctional Facility

Complaint Type	Medical (Medication)
Complaint Summary	The offender complains that he was seen by the doctor and his medications were changed, but he has not received the new orders.
Basis for Claim	HCSO 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff who was located at the facility.
Outcome	The offender received the medications.

Follow-up No follow-up is necessary, as the offender has received the medications needed.

23. New Castle Correctional Facility

Complaint Type Medical (Medication)

Complaint Summary The offender complains that he is not receiving his medication.

Basis for Claim HCSD 2.17 Medication Management

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff who was located at the facility. The medication was filled through CVS.

Outcome The offender received the necessary medication.

Follow-up No follow-up is necessary, as the offender has received the needed medication.

24. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he had been referred to the provider when he was seen in NSC over seven days ago, but has not been seen.

Basis for Claim HCSD 2.04 Access to Care

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff who was located at the facility.

Outcome The offender was seen and treated by the provider.

Follow-up No follow-up is necessary, as the offender has received the needed care.

25. New Castle Correctional Facility

Complaint Type Work

Complaint Summary	The offender complains that he was supposed to receive back pay from March, but has not received it yet.
Basis for Claim	02-01-106 Offender Work Assignments and Pay Schedule
Investigative Summary	The Bureau contacted Myra Strobel, Executive Assistant to the Warden. The Bureau had previously been told that they back pay would be added to June’s State Pay.
Outcome	The back pay was added to August’s state pay.
Follow-up	No follow-up is necessary, as the issue has been resolved.

26. Pendleton Correctional Facility

Complaint Type	Classification (Codes)
Complaint Summary	The offender complains that his mental health code was changed wrongly from a “C” to an “A” code. He would like us to investigate it further.
Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted Amy Eickmeier in Central Office. His code had been changed due to refusals.
Outcome	The offender’s Mental Health Code was changed back.
Follow-up	No follow-up is necessary, as the issue has been resolved.

27. Plainfield Correctional Facility

Complaint Type	Medical Care (Medication)
Complaint Summary	The offender complains that he has an infection that needs treatment. He has seen medical, but never received the medication that he needed.
Basis for Claim	HCSO 2.17 Medication Management
Investigative Summary	The Bureau contacted The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Healthcare Services Director at the facility. The FER had not been completed.

Outcome The offender received the medication needed.
Follow-up No follow-up is necessary, as the issue has been resolved.

28. Plainfield Correctional Facility

Complaint Type Parole
Complaint Summary The offender complains that he should have been seen by the Parole Board within 60 days.
Basis for Claim IC 11-13-3-10 Parole Revocation Hearing
Investigative Summary The Bureau contacted Charles Miller, Parole Board Member. The Parole Board was further investigating why the hearings were not being scheduled properly.

Outcome The offender was released.
Follow-up No follow-up is necessary, as the issue has been resolved.

29. Plainfield Correctional Facility

Complaint Type Parole
Complaint Summary The offender complains that he should have been seen by the parole board within 60 days.
Basis for Claim IC 11-13-3-10 Parole Revocation Hearing
Investigative Summary The Bureau contacted Charles Miller, Parole Board Member. The Parole Board was further investigating why the hearings were not being scheduled properly.

Outcome The offender was released.
Follow-up No follow-up is necessary, as the issue has been resolved.

30. Plainfield Correctional Facility

Complaint Type Work
Complaint Summary The offender complains that he has not received his state pay for the month of April.
Basis for Claim 02-01-106 Offender Assignment & Pay Schedule

Investigative Summary Charles Penfold at the facility who in turn contacted his counselor.

Outcome The offender received the backpay.

Follow-up No follow-up is necessary, as the issue has been resolved.

31. Putnamville Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he injured his shoulder over four days ago but has not received an x-ray or further care.

Basis for Claim HCSD 2.04 Access to Care

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Healthcare Administrator at the facility.

Outcome The offender received the care needed.

Follow-up No follow-up is necessary, as the issue has been resolved.

Assists

1. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he is in need of further care for injuries.

Basis for Claim HCSD 2.04 Access to Care

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Healthcare Administrator at the facility.

Outcome The offender received the care needed.

Follow-up No follow-up is necessary, as the issue has been resolved.

2. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary	The offender complains that he is in need of his mental health medications.
Basis for Claim	HCSD 4.03 Adult Mental Health Services
Investigative Summary	The Bureau contacted Monica Gipson, who in turn contacted Regional staff located at the facility.
Outcome	The offender was seen and his medications were renewed.
Follow-up	No follow-up is necessary, as the issue has been resolved.

3. Plainfield Correctional Facility

Complaint Type	Programs
Complaint Summary	The offender complains that he had been removed from GRIP over two months ago. His Classification Appeal was denied because he was still classified in the program. He would like to be reinstated into the program.
Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted Chuck Penfold at the facility.
Outcome	The offender was reinstated into the program.
Follow-up	No follow-up is necessary, as the issue has been resolved.

4. Westville Correctional Facility

Complaint Type	Classification (Other than Disciplinary)
Complaint Summary	The offender complains that his sentence has been modified, but he has not been released yet.
Basis for Claim	01-04-105 Adult Offender Releases
Investigative Summary	The Bureau contacted Jennifer Farmer, Director of IDOC Sentence Computation/Release Unit who further reviewed the matter.
Outcome	The offender was released.
Follow-up	No follow-up is necessary, as the issue has been resolved.

5. Westville Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he was supposed to receive hearing aids, but never has.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted the Healthcare Service Administrator at the facility.
Outcome	The offender received the care needed.
Follow-up	No follow-up is necessary, as the issue has been resolved.

6. Westville Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that they are not getting the proper cleaning supplies on his unit and three offenders have staph infections as a result.
Basis for Claim	02-01-104 Offender Grooming, Clothing, Hygiene
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted the Healthcare Service Administrator at the facility.
Outcome	The offenders were seen and treated further and given proper cleaning supplies.
Follow-up	No follow-up is necessary, as the issue has been resolved.

Follow-up from Previous Months

As of April 1, 2017, a new healthcare provider took over medical services for the IDOC. We have been monitoring the progress of the new provider in this first period of the contract and are optimistic that the challenges will begin to subside with the current plans in place. With that being said, below are these are the issues that we are continuing to track.

New Castle Correctional Facility – Medical Care (medication)

Synopsis: The Bureau has been following this issue with the facility since last July. Positive changes were being implemented with new staff in place. The Bureau will continue to track this issue until the errors subside.

New Castle Correctional Facility – Medical Care

Synopsis: The Bureau has been tracking the backlog in chronic care since last July as well. While little, if any, improvements have been made in this time, a plan is in place to improve the backlog. The Bureau will continue to monitor this plan.